

CUSTOMER SERVICE REPRESENTATIVE

DEFINITION

Under general supervision, provides effective customer service for all customers by utilizing excellent, in-depth knowledge of the utility's programs and services. Performs recordkeeping work related to the operational, financial and commercial records of the electric utility. Performs other related work as required.

DISTINGUISHING FEATURES

Positions in this class perform highly responsible customer service and may be responsible for specialized work. Incumbents are expected to have a thorough knowledge of the computerized customer information system as well as exhibit proficiency in a variety of additional functional areas. Examples of these functional areas include: cash handling, closed/active accounts collections and service order processing. Periodic adjustment of functional areas may occur to meet organizational needs. Actual responsibilities may vary according to assignment.

EXAMPLES OF DUTIES

1. Promotes positive customer service relations through daily interactions with customers via telephone, email, mail, and face-to-face while displaying a positive attitude and work ethic.
2. Educates customers about the fundamentals and benefits of current and emerging programs and drives participation results.
3. Performs financial transactions including processing or transferring payments, adjusting charges and/or deposits, reversing payments, issuing refunds, processing bankruptcies and proof of claims, and working on customer payment programs.
4. Uses customer information system to enter data of utility customers and make data changes; coordinates with utility field and billing units, checks credit ratings, obtains other information to assist customers; resolves or refers to investigators reports of unauthorized utility usage and uses policy guidelines to determine deposit and restoration of service requirements.
5. Handles delinquent receivables through non-pay work orders and bad debt collection work, including referrals to collection agency.
6. Works as part of a team and collaborates with colleagues to reach customer service goals.
7. Maintains various manual records, logs and ledgers.
8. Researches customer records and interfaces with other divisions and departments to resolve more difficult customer inquiries and prepares correspondence.
9. May provide lead direction and training.

EMPLOYMENT STANDARDS

Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from high school.

Experience: Three years of responsible experience in heavy telephone or public contact, customer service, credit and collections, and program and service promotions.

Knowledge

Knowledge of customer service principles and processes; basic marketing concepts and methods, procedures, practices and terminology used in billing and financial record keeping work; and clerical accounting principles; computer applications such as word processing, spreadsheets, and customer databases; English usage, spelling, grammar and punctuation in a business environment; mathematical principles; modern office practices and procedures including applications of information systems; modern office equipment including personal computers; filing methods and systems.

Ability

Ability to communicate effectively with customers both in person, by mail, over the telephone and in email; understand pertinent procedures and functions quickly and use good judgment in interpreting and applying them to a variety of circumstances under general supervision; interpret, apply and explain established policies and procedures; market programs and services based on the customer's interests and needs; analyze and evaluate data; make accurate and logical determinations based upon data and interpretive guidelines; establish and maintain accurate records; speak clearly and concisely; operate a personal computer; simultaneously communicate with customers and accurately enter data into a computer; work effectively under pressure and with frequent interruptions; handle multiple priorities, organize workload and meet deadlines; communicate and collaborate with other departments as needed; work in a team-based environment to achieve common goals; perform arithmetic calculations; establish and maintain effective working relationships with employees and the general public; provide lead direction and training.

Typing Skill

Ability to type from clear printed copy at a speed of 45 net words per minute.

10-Key Skill

Ability to operate a 10-key calculator by touch.

Other Requirements

Selected positions require possession of a valid California Driver's License and satisfactory driving record as a condition of initial and continued employment.